



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Anderson et al.
Serial No. : 09/431,017
Filed : November 1, 1999
For : RELATIONSHIP BASED TASK AND RESOURCE
CALL CENTER MANAGEMENT SYSTEM AND METHOD
Attorney's Docket : DAVOX-164XX
Examiner : Q. Nguyen
Group Art Unit : 2642

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response = 7 pgs.

Exhibit A = 14 pgs.

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11/19/04

By

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RESPONSE

Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Sir:

In response to the Office Action dated May 20, 2004, please reconsider the above-identified Patent Application in view of the following: